

Sherry Hamrick

Alpharetta, GA 30004

hamricksherry9@gmail.com

+1 470 594 8716

Authorized to work in the US for any employer

Work Experience

Customer Service Representative/Call CenterCustomer service representative

Walgreens - Canton, GA

January 2020 to September 2021

- Maintained up-to-date knowledge of customer accounts
- Operated the cash drawer
- Confirmed payments, refunds, etc.
- Resolved payment and order disputes
- Scheduled reservations for customers
- Assisted customers in person
- Provided assistance to clients

Customer Service Associate - Front End, sales

Walgreens Pharmacy Customer Care Center - Canton, GA

January 2014 to January 2021

- Wrote call center scripts
- Resolved payment and order disputes
- Confirmed payments, refunds, etc.
- Maintained up-to-date knowledge of customer accounts
- Answered phone and assisted clients and customers with changes
- Assisted customers in person
- Created customer appointments
- Scheduled reservations for customers
- Explained products and benefits
- Operated the cash drawer
- Operated the live chat
- Provided excellent technical support

Education

GED

Woodstock, GA

Skills

- Customer service

- Windows
- Data entry
- Dispatching
- Customer support
- Sales
- Active Directory
- Microsoft Office
- Technical support
- Scripting
- Customer service, remote, sales
- Customer service (6 years)

Languages

- English - Intermediate